

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Headhunter Inc.

#### Florida Manufacturing Extension Partnership

#### Headhunter Heads International

##### Client Profile:

Headhunter, Inc., located in Ft. Lauderdale, Florida, is a well recognized manufacturer and distributor of sanitation systems and plumbing products for a variety of applications. Founded in 1982 to provide marine plumbing services to the yachting community of South Florida, they quickly grew into manufacturing and now employ 25 people in their manufacturing plant. Over the past 20 years, the company's product line has expanded to include water filtration systems, water pressure systems, wastewater collection and transfer stations and sewage treatment systems. Their products are found, not only on luxury yachts, but also on offshore supply boats, mobile and fixed offshore structures for the oil industry, and floating casinos, as well as live-a-board scuba and ecotourism vessels.

##### Situation:

Headhunter needed to be certified to the ISO 9001:2000 international quality standard in order to gain and maintain market share, plus enhance their global presence and sustain competitiveness. The company requested assistance from the Florida Manufacturing Extension Partnership, a NIST MEP network affiliate, to achieve this goal.

##### Solution:

Florida MEP staff worked with Headhunter management to establish a project plan which included priorities, unique issues and time frame as well as defining the necessary training for and then implementing ISO 9001:2000 system based on the needs of their company. The appropriate team members were then identified to address the steps, tasks, and documents needed for ISO registration. The training program to achieve these goals included on-site classroom training, and in-plant training sessions as well as on-the-job training modules. Florida MEP also facilitated the creation of an effective system for managing and conducting internal audits with the focus on helping Headhunter prepare for the audits required prior to ISO registration and at the same allow them to maintaining the internal audit system beyond ISO certification.

##### Results:

- \* Achieved ISO 9001:2000 certification.
- \* Awarded a \$150,000 project for an oil company in Brazil.
- \* Potential \$2 million contract in the U.A.E.
- \* Awarded Manufacturers Association of South Florida's 2005 Manufacturer of the Year.

##### Testimonial:

"With the help of the Florida MEP, Headhunter was able to achieve ISO-9001 certification in a painless and cost efficient manner. The processes implemented as a direct result helped Headhunter achieve its most profitable year ever in the history of the company."

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Paul Mellinger, Vice President